

THE STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION
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1-800-735-2964

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RECEIVED

JUL - 7 2006

Federal Communications Commission
Office of the Secretary

June 22, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington DC 20554

Re: CG Docket 03-123
NH Relay Service Complaints

Dear Ms. Dortch:

Enclosed please find the complaint log summary for the period June 1, 2005 through May 31, 2006 for the State of New Hampshire's Relay Service

The NH Public Utilities Commission received no complaints regarding Relay Service in the above-mentioned period. Should you have any questions, please feel free to contact me at (603)271-1164 or amanda.noonan@puc.nh.gov.

Sincerely,

A handwritten signature in cursive script that reads "Amanda O. Noonan".

Amanda O. Noonan
Director, Consumer Affairs

cc: Pam Gregory

New Hampshire - Log Report of Complaints: June 1, 2005 - May 31, 2006 (12 Complaints)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/29/05	Customer states that this agent called the number and got a recorded message and let her know the message but then disconnected the call before she was able to let him know further what to do. No call back requested.	07/01/05	Reviewed proper procedures with agent.
07/08/05	NH VCO user complains that CA did not announce the call or provide the CA ID # on a call she received, which was confusing as she had no way to know who	07/08/05	Met with agent, coached on voice to VCO procedures.
07/28/05	Customer states that when receiving a call the message was totally garbled. Apologized for the problem and assured that the complaint would be sent in as stated. Trouble ticket 220080 turned in Customer does request call back	07/29/05	Per IT of the site, checked into trouble ticket, this was not a global issue but an issue with customer equipment. Trouble Ticket was closed.
08/10/05	NH TTY customer experiencing problems with Caller ID not transmitting via Relay Caller ID transmits on direct dialed calls but not via Relay calls are local but	04/15/06	The Caller ID complaints have narrowed to just a few places that Caller IDs do not show up on end users' phone. Identified them to make sure that
11/18/05	Captions - dropped characters/garbled text	11/18/05	Explained the difference between the CapTel and a traditional telephone. Explained that usually garbled captions are caused by something in the environment or the quality of the phone line.
12/08/05	NH VCO user complains agent didn't take time to read her customer notes prior to making the call, and when answer machine was reached agent delayed	12/08/05	Opr was re reading notes a 2nd time as notes stated to "type as much of ans mach as possible and to let VCO leave message on 1st dial." As
02/15/06	Captions - dropped characters/garbled text	02/16/06	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback. Suggested customer document the date* time* CA #* and explain experience for any future calls where

02/16/06	Accuracy of captions	03/03/06	Customer is mailing logged examples of poor/inaccurate captioning for investigation.
02/21/06	A VCO customer called to complain that when her parents call from NH, the call comes in garbled. However, when the customer calls them through RI 711 relay, she does not have the garbling problem. She says this has been occurring for months. Apologized for inconvenience. Opened TT 1211480. Follow-up requested.	02/21/06	AM called and talked with her re: the garbling issue and it has been resolved with some technician help.
02/23/06	Billing - General	02/24/06	Designated Carrier of Choice for long distance billing for customer and/or hearing caller.
03/12/06	Customer states VCO to VCO call processing has been a problem for the past week. Apologized. Service Desk ticket 1308359 was opened. Follow up requested. E-mail provided. .	03/12/06	TRS Training eliminated possible technical issues. TRS Training will provide VCO to VCO refresher training to the call centers. Followed up with customer by phone and email.
05/31/05	Caller said agent did not have VCO on to answer quickly. C.S. Response: Apologized for the problem. No follow up required on this issue.	05/31/05	Coached agent on always maintaining focus as soon as a call enters their console. It is very important to be responsive to the customer as soon as their call comes in.

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